shareholder in the following companies :

(i) J.& R. Hutchison Ltd.

(ii) The Hooghly Mills Co. Ltd.

(iii) Meenakshi Projects Ltd.

(iv) Anandam Ltd.

(v) Hitchi Properties (P) Ltd.

Outstanding dues of NALCO against State Electricity Board, Orissa

*128. SHBI BASUDEB MOHAPATRA : Will the Minister of STEEL AND MINES be pleased to state:

(a) whether it is a fact that the Orissa State Electricity Board owes over a crore of rupees to National Aluminium Company Ltd. (NALCO) towards arrears in payment of dues for supply of power to its grid ;

(b) if so, what are the details thereof ;

(c) how much power is being produced from the captive power units of NALCO per annum; and

(d) what action has been taken by Government to realise the arrear?

THE MINISTER OF STEEL AND MINES WITH ADDITIONAL CHARGE OF THE MINISTRY OF LAW AND JUSTICE (SHRI DINESH GOSWAMI) : (a) and (b) Orissa State Electricity Board (OSEB) owes National Aluminium Company Limited (NALCO) about Rs. 50 crores as dues for supply of power.

(c) During 1989-90, NALCO produced 2533 million units from its Captive Power Plant at Angul.

(d) NALCO is in regular contact with OSEB to recover the arrears.

Deterioration in Customer Service in Nationalised Banks

*130. SHRI MENTAY PADMANABHAM : Will the Minister of FINANCE be pleased to state :

(a) whether there has been a deterioration in customer service in nationalised banks in the past two years ;

(b) whether it is a fact that the Branch Managers are not empowered to deal with erring staff in matters of efficiency and courtesy;

(c) whether it is also a fact that the delay involved in cashing outstation cheques is considerable ;

(d) whether it is also a fact that banks refuse to issue demand drafts for places where their branches are not situated; and

(d) if so, what steps are being taken to ensure better customer service in the nationalised banks ?

THE DEPUTY MINISTER IN THE MINISTRY OF FINANCE (SHRI ANIL SHASTRI) : (a) to (e) While the scope and need for improving further the customer serbice in banks is recognised, according to available assessment, there has been improvement in the customer service of the banks in the past two years.

Reserve Bank of India has reported that the Branch Managers have powers/authority to deal with erring staff in matters of efficiency and courtesy.

It has been the endeavour of the public sector banks to effect clearance of outstation cheques as speedily as possible. Introduction of Magnetic Ink Character Recognition (MICR) technology, computerisation of Clearing Houses, establishment of National Clearing of outstanding MICR cheques and increased use of courier service are

some of the measures which have been taken for quickening the process of collection of outstation cheques. Banks have also been advised to extend the facility of immediate credit of outstation cheques upto Rs. 2500/- to individual account holders and pay interest at Savings Bank Rate for delayed collection of outstation cheques beyond 10/14 days. Implementation of these measures have reduced the delay in collection of outstation cheques.

The bank drafts are normally drawn at Bank's own branches. Whenever draft is required at a place where bank is not having a branch, the draft can be drawn on the other bank only if it has entered into some agency arrangement with that bank.

The public sector banks in the recent past have taken several measures to improve the quality and speed of their customer service. These measures broadly comprise of creation of necessary infrastructural facilities to improve the speed of meeting the needs of the customers, creation of internal and external grievances redressal machinery for prompt redressal of customer grievances and increased interface between the bank executives and their customers, so as to promote mutual goodwill and understanding. Evolution of time norms for redering common services, provision of facilitation desks for customers guidance in bigger branches, speedier collection of cheques, provision of nomination facility to customers on deposit accounts, provision of complaint boxes in branches and constitution of customer service committees, setting up of customer service centres at State Capitals and at other selated Centres, etc. are some of the spcific measures taken by the banks. Implementation of the various measures by the banks is also monitere by the Government and Reserve Bank of India on a continual basis.

नशीले पदार्थों का उत्पादन

*132. **डा० रत्नाकर पाण्डेय :** क्या **वित्त** मंत्री यह बताने की कृपा करेंगे कि :

(क) इस समय देश में किन-किन स्थानों पर अफीम या अन्य नशीले पदार्थों का वैध अथवा अवैध रूप से उत्पादन किया जाता है ; और

(ख) देश में नशीले पदार्थों का वार्षिक उत्पादन कितना है और सरकार किस प्रकार उनका निपटारा करती है ?

वित्त मंत्रालय में उप-मंत्री (श्री अनिल शास्त्री) : (क) और (ख) उन जिलों के नाम नीचे दिए गए हैं जिनमें अफीम के उत्पादन हेतु अफीम-पोस्त की काश्त करने की अनुमति दी जाती है :—

राज्य का नाम	जिले का नाम
मध्य प्रदेश	मंदसौर, रतलाम, झबुआ, उज्जैन, राजगढ़, शाजापुर, ग्वालियर ।
राजस्थान	कोटा, बून्दी, चित्तोड़गढ़, झालवाड़, उदयपुर, भीलवाड़ा, बांसवाडा ।
उत्तर प्रदेश	फैजाबाद, आजमगढ़, गाजीपुर, बाराबंकी, लखनऊ, राय बरेली, शाहजहांपुर, बरेली, बदाऊं ।

निम्नलिखित संश्लिष्ट नशीले औषधि-द्रव्यों का प्रत्येक के सामने लिखित स्थानों पर उत्पादन किया जाता है :—

डक्सट्रोप्रोपेक्सीफीन	बम्बई, फरीदाबाद तथा हैदराबाद
डाईफिनोक्सीलेट	बम्बई
फथिडीन	कलकत्ता

नशीले औषधि-द्रव्यों के उत्पादन हेतु कैनबिस तथा कोका पौधों की काश्त